

Faizan Khalid

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Summary

A team player with high work ethics, strong people skills, being an extrovert like connecting and developing relation with people.

Skills

- Effective communication
- Problem solver/Solution oriented
- Strong decision maker
- Persuasive skills
- Customer handling
- Team player
- Customer retention skills

Education

M.Com - 2021

B.Com - 2013

Certifications

- Customer service specialist
- Professional soft skills
- American pronunciation
- English for career development
- Conflict and stress management
- Accounting fundamentals

Experience

Sybrid Pvt Ltd - 04/2021 to 08/2021

Billing Executive

- Manage billing enquiries
- Solve billing problems
- Prepare reports on Excel
- Solve queries via remote sessions

iST - 12/2020 to 04/2021

ERP Consultant

- Creating database and tables on SQL.
- Performed data analysis especially financial data
- Prepare reports on Excel
- Solve queries via remote sessions

HBL (Fulcrum) - 03/2019 to 04/2020

Phone Banking Officer

- Provide info of account opening
- Solve queries regarding issues
- Card activation/deactivation

English with Faizan - 02/2010 till present

Mentor/Coach

- Give accent training
- Teach IELTS / CAE
- Provide Math tuition
- Communication skills
- Academic and General English
- Business English
- Business math and stats